



INFORMATION & COMMUNICATIONS TECHNOLOGY DIVISION MISSOURI STATE HIGHWAY PATROL

JOB OPPORTUNITY BULLETIN

JOB ID: 163

TITLE: **TECHNICAL SUPPORT MANAGER (SERVER SUPPORT UNIT)**

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DESCRIPTION: This Technical Support Manager position is assigned to the Server Support Unit within the Missouri State Highway Patrol's Information & Communications Technology Division. The official domicile for this position is Jefferson City, Missouri. This position is classified as exempt under the Fair Labor Standards Act.

POSITION SUMMARY: This is a highly responsible advanced technical and supervisory position in the management of server and storage infrastructure and related technical support services for a large enterprise. An employee in this class is responsible for the designing, planning, scheduling and coordinating of systems that may include systems administration, systems programming, teleprocessing, network operations, operations support, help desk and data management used by the agency. The employee is responsible for project plan development and management. Supervision is exercised directly or through CIT supervisors over a staff of computer information technologists, CIT specialists or other technical personnel. General direction is provided by a designated administrative superior, but the employee is given wide latitude for using independent judgment and initiative in attaining overall objectives.

For a more detailed job description go to:

<http://www.mshp.dps.missouri.gov/MSHPWeb/PatrolDivisions/HRD/Civilian/CivilianJobDescriptions/salarySchedule.html>.

QUALIFICATIONS: Graduation from an accredited four-year college or university with specialization in mathematics, statistics, accounting, computer science or closely related field. Experience may be substituted for the formal education on a year-for-year basis AND Two years of experience as a Computer Information Technology Specialist II, IT Supervisor, or related position.

Preference will be given to applicants who have extensive knowledge of the principles, practices, and techniques used in server and storage systems. They will also need to have extensive knowledge of concepts, characteristics, and capabilities of large-scale computer and multiple platform operations and equipment. Preference will be given for specific experience with the following:

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| <ul style="list-style-type: none"> • Windows Server • Linux • VMware • HyperV • WebSphere • IIS • Exchange | <ul style="list-style-type: none"> • Sharepoint • Intel • P-Series • ISCSI • FiberChannel • Data Compression |
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POSTING DATE: August 31, 2015

CLOSING DATE: September 14, 2015

SALARY RANGE (Semi-monthly): The minimum starting salary is \$2,382.00; however salary may be commensurate with applicable experience and education.

APPLICATION PROCEDURE: Individuals, including current Patrol employees, interested in this position must visit our website at www.mshp.dps.mo.gov to complete and submit an [application for civilian employment](#) prior to the application deadline. Applicants with the necessary educational qualifications must also upload a copy of their college transcripts to the online application system. Resumes will not be accepted in lieu of the application. Individuals who have previously completed an application must access their profile in the system to re-apply.

Interview boards are tentatively scheduled for the week of September 21, 2015. The tentative start date for this position is within 30 days of the interview.

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.

NOTE: Final selection may be based upon several factors, e.g., results of an oral interview, written examination or exercise, review of past work performance, performance evaluations, and/or candidate's possession of the knowledge, skills, and abilities deemed necessary for successful performance in the job.

Once a job offer has been made, employment with the Missouri State Highway Patrol is contingent upon the successful results of a Patrol administered drug test and favorable background investigation.

EEO STATEMENT: The Missouri State Highway Patrol is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, color, religion, sex, age, national origin, veteran status, ancestry, sexual orientation, or disability.

*****MISSOURI STATE HIGHWAY PATROL*****

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